



ATOL Certificate Factsheet

What is the ATOL protection scheme?

ATOL (the Air Travel Organiser's Licence) is a financial protection scheme for air passengers. ATOL is managed by the Civil Aviation Authority (CAA).

If you book an ATOL protected package holiday or flight only and your tour operator goes out of business before you travel you can claim a full refund. If the tour operator goes out of business while you are abroad you will be able to continue your holiday and arrangements will be made for you to fly home once the holiday is over.

If there is a problem with any component of the package holiday or the flight, for example, if one of the suppliers goes out of business, the ATOL holder must provide you with an alternative at no extra cost or give you a full refund.¹

Changes to ATOL

From 1 October 2012, anyone who books an ATOL protected holiday or flight must be supplied with an ATOL Certificate. The ATOL Certificate is a standardised document which makes it clear how the trip is protected and who it is protected by.

Travel agents and tour operators will be required to supply an ATOL Certificate as soon as any payments are made (even a deposit) for an ATOL protected holiday. If a travel business cannot supply an ATOL Certificate immediately, it must not take the booking until it can.

Who supplies the ATOL Certificate?

The business that deals directly with the consumer, whether face to face, by phone or online, must supply the consumer with the ATOL Certificate.

¹ For more information on the ATOL scheme see the Consumer Council factsheet on ATOL Reform <http://www.consumerCouncil.org.uk/publications/?id=838>



The Consumer Council

Are there different types of certificate?

There are three variations of ATOL Certificates:

- One for package holidays;
- One for Flight-Plus² bookings; and
- One for Flight-Only bookings.

What information will the ATOL Certificate contain?

The ATOL Certificate will explain which ATOL licence the booking is protected by, i.e. the travel agent's ATOL, the tour operator's ATOL or an Accredited Body's ATOL.

Each ATOL Certificate will have a unique reference number. For a package holiday or a Flight-Only, this will be the tour operator's booking reference. For a Flight-Plus sale, this will be the Flight-Plus Arranger's booking reference.

The ATOL Certificate will list the names of the passengers booked on the trip. In addition:

- Package holiday ATOL Certificates will include a description of the product sold, the departure and destination airports, dates of travel and number of nights.
- Flight-Only ATOL Certificates will list all outbound and inbound flight destinations, dates of travel, names of airlines and flight numbers.
- Flight-Plus ATOL Certificates will list each component of the booking, e.g. flights, accommodation, car hire, attractions tickets or transfers.

Don't leave home without your ATOL Certificate

Keep your ATOL certificate safe and make sure you bring it with you when you go on holiday. The Certificate contains information that will confirm your entitlement to ATOL protection if your tour operator, flight provider, accommodation provider or hire car provider goes out of business.

Complaints

If you have an unresolved air travel complaint contact the Consumer Council on 0800 121 6022 or e-mail complaints@consumercouncil.org.uk. We have the power to handle complaints on your behalf.